Kenneth Kaunda District Municipality(DC40) - Draft Schedule of Service Delivery Standards Table 2017/2018

Standard / Description	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	
Premise based removal (Business Frequency)	Not appliciable
Bulk Removal (Frequency)	Not appliciable
Removal Bags provided(Yes/No)	Not appliciable
Garden refuse removal Included (Yes/No)	Not appliciable
Street Cleaning Frequency in CBD	Not appliciable
Street Cleaning Frequency in areas excluding CBD	Not appliciable
How soon are public areas cleaned after events (24hours/48hours/longer)	Not appliciable
Clearing of illegal dumping (24hours/48hours/longer)	Not appliciable
Recycling or environmentally friendly practices(Yes/No)	Not appliciable
Licenced landfill site(Yes/No)	Not appliciable
	Not appliciable
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	
Is free water available to all? (All/only to the indigent consumers)	Not appliciable
Frequency of meter reading? (per month, per year)	Not appliciable
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Not appliciable
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Not appliciable
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	Not appliciable
One service connection affected (number of hours)	
Up to 5 service connection affected (number of hours)	Not appliciable
Up to 20 service connection affected (number of hours)	Not appliciable
Feeder pipe larger than 800mm (number of hours)	Not appliciable
What is the average minimum water flow in your municipality?	Not appliciable
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Not appliciable
How long does it take to replace faulty water meters? (days)	Not appliciable
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Not appliciable
	Not appliciable
Electricity Service	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	Not appliciable
How much do you estimate is the cost saving in utilizing the ripple control system?	Not appliciable
What is the frequency of meters being read? (per month, per year)	Not appliciable
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Not appliciable
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Not appliciable
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Not appliciable
Are accounts normally calculated on actual readings? (Yes/no)	Not appliciable
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Not appliciable
How long does it take to replace faulty meters? (days)	Not appliciable
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Not appliciable
How effective is the action plan in curbing line losses? (Good/Bad)	Not appliciable
How soon does the municipality provide a quotation to a customer upon a written request? (days)	Not appliciable
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	Not appliciable
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	Not appliciable
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	Not appliciable
	Not appliciable
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	
To what extend do you subsidize your indigent consumers?	Not appliciable
How long does it take to restore sewerage breakages on average	Not appliciable
Severe overflow? (hours)	
Sewer blocked pipes: Large pipes? (Hours)	Not appliciable
Sewer blocked pipes: Small pipes? (Hours)	Not appliciable
Spillage clean-up? (hours)	Not appliciable
Replacement of manhole covers? (Hours)	Not appliciable
	Not appliciable
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	
Time taken to repair a single pothole on a minor road? (Hours)	Not appliciable
Time taken to repair a road following an open trench service crossing? (Hours)	Not appliciable
Time taken to repair walkways? (Hours)	Not appliciable
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	
Do you have any special rating properties? (Yes/No)	Not appliciable
	Not appliciable
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	
Are the financial statement outsources? (Yes/No)	Increase
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	no
How long does it take for an Tax/Invoice to be paid from the date it has been received?	yes
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	22 to 30 days
	yes
Administration	
Reaction time on enquiries and requests?	
Time to respond to a verbal customer enquiry or request? (working days)	10 days
	14 days

Time to resolve a customer enquiry or request? (working days)	14 days
What percentage of calls are not answered? (5%,10% or more)	21 days
How long does it take to respond to voice mails? (hours)	10%
Does the municipality have control over locked enquiries? (Yes/No)	not appliciable
Is there a reduction in the number of complaints or not? (Yes/No)	not appliciable
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	not receiving service delivery complaints
	30 minutes
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	As and when required

Community safety and licensing services

How long does it take to register a vehicle? (minutes)	
How long does it take to renew a vehicle license? (minutes)	not appliciable
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	not appliciable
How long does it take to de-register a vehicle? (minutes)	not appliciable
How long does it take to renew a drivers license? (minutes)	not appliciable
	not appliciable
	from moment of receiving a call and getting out of building 60 seconds, response to municipal Boundary areas 33 minutes
What is the average reaction time of the fire service to an incident? (minutes)	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	not appliciable
	not appliciable

Economic development

How many economic development projects does the municipality drive?	
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	4
What percentage of the projects have created sustainable job security?	2
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	65%
	yes

Other Service delivery and communication

Is a information package handed to the new customer? (Yes/No)	
Does the municipality have training or information sessions to inform the community? (Yes/No)	no
Are customers treated in a professional and humanly manner? (Yes/No)	yes
	yes